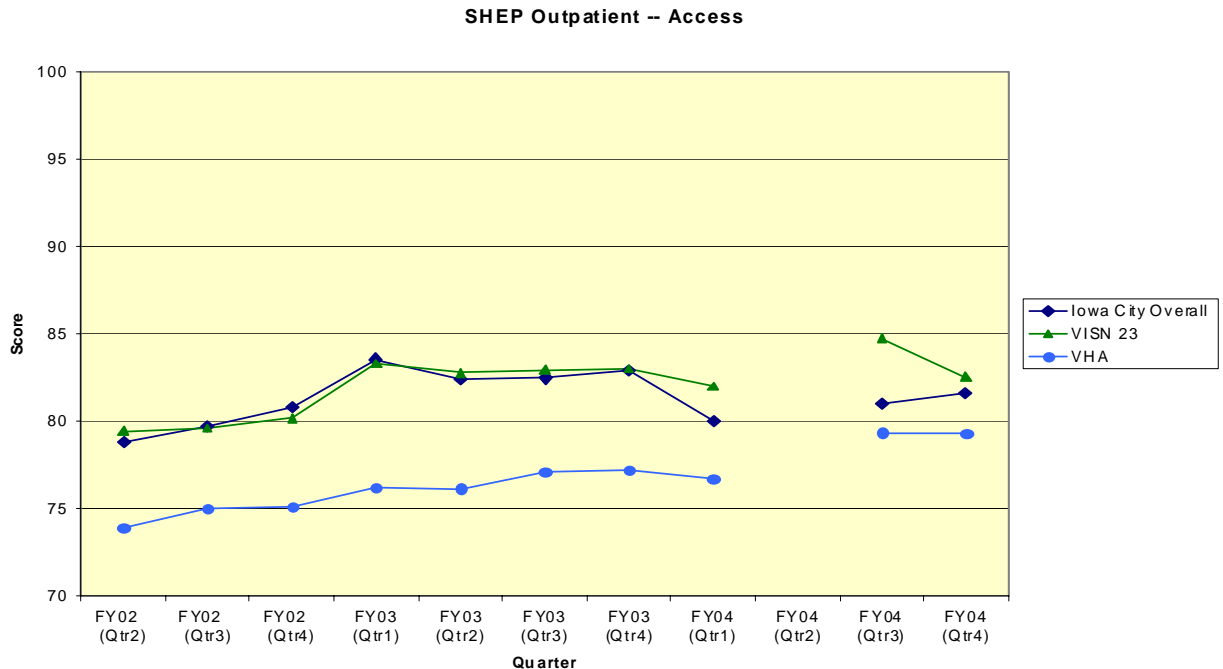


Iowa City Health Care System

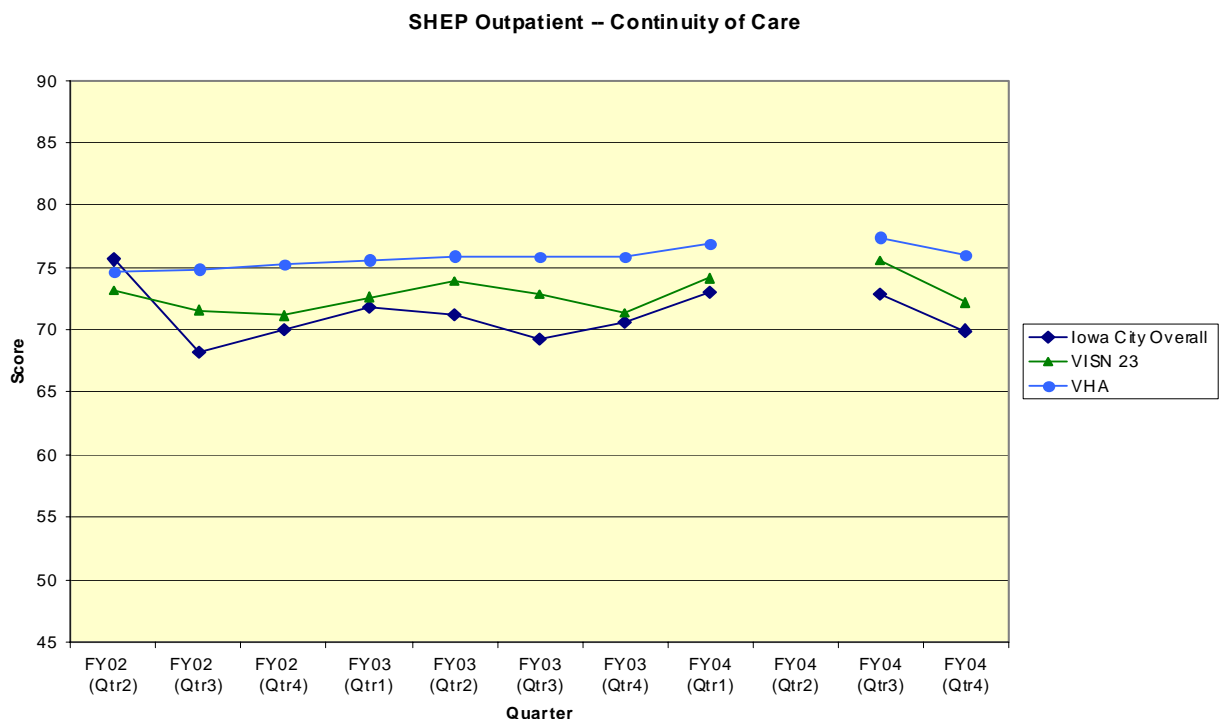
OUTPATIENT Patient Satisfaction Survey Results (Iowa City Overall)

The following graphs show the longitudinal results of the **OUTPATIENT Survey of Healthcare Experiences of Patients (SHEP) for the Iowa City Health Care System**. The survey measures eleven specific satisfaction categories and one general overall quality category. From FY02 through 1st Quarter FY04 patients were selected from primary care clinics only, thereafter it was expanded to include specialty care clinics. Results are shown for all sites of the Iowa City Health Care System combined (Iowa City Overall) and each specific site of care, e.g., Iowa City CBOC, Bettendorf, etc., as well as results of VISN23 (Veterans Integrated Service Network) overall and VHA (Veterans Health Administration) overall for comparative purposes. The scores are 'satisfaction scores' so the higher the score the better. Note- No data for FY04 Qtr2 due to survey reformatting.

Access – VHA will provide veterans with timely and convenient access to health care.



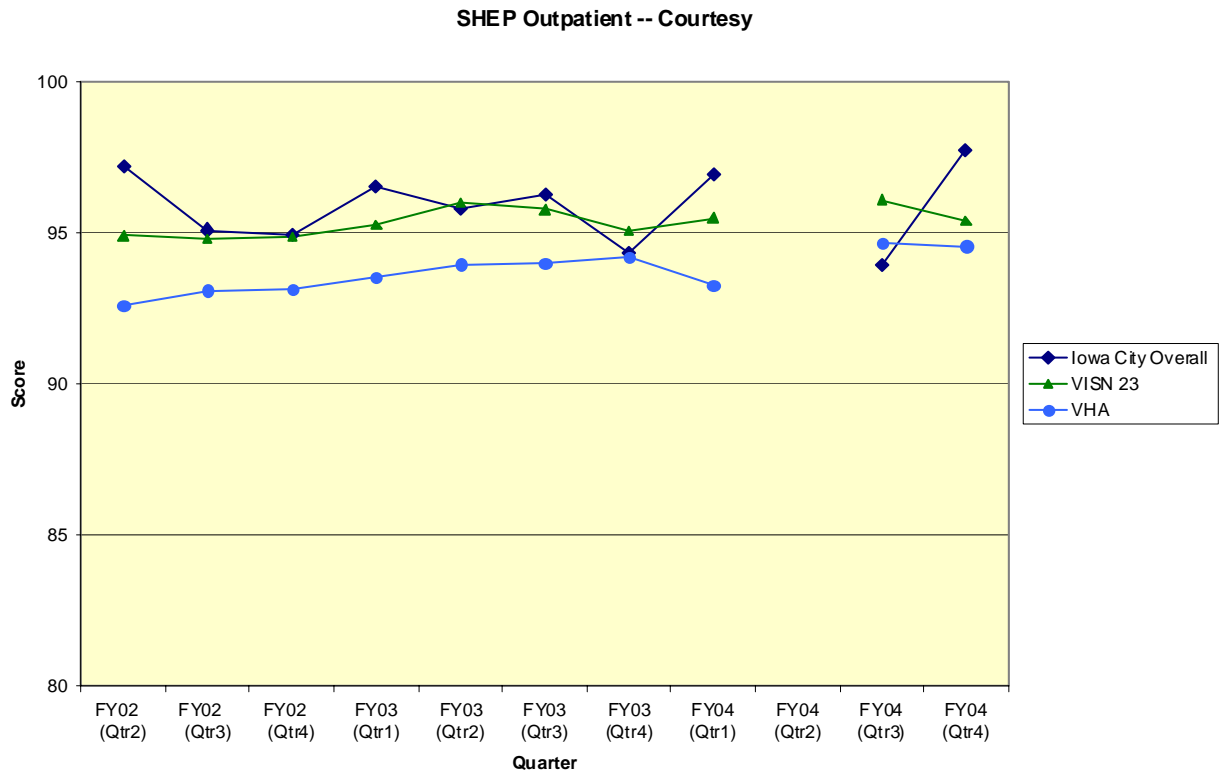
Continuity of Care – VHA will have one health care team or provider in charge of your care.



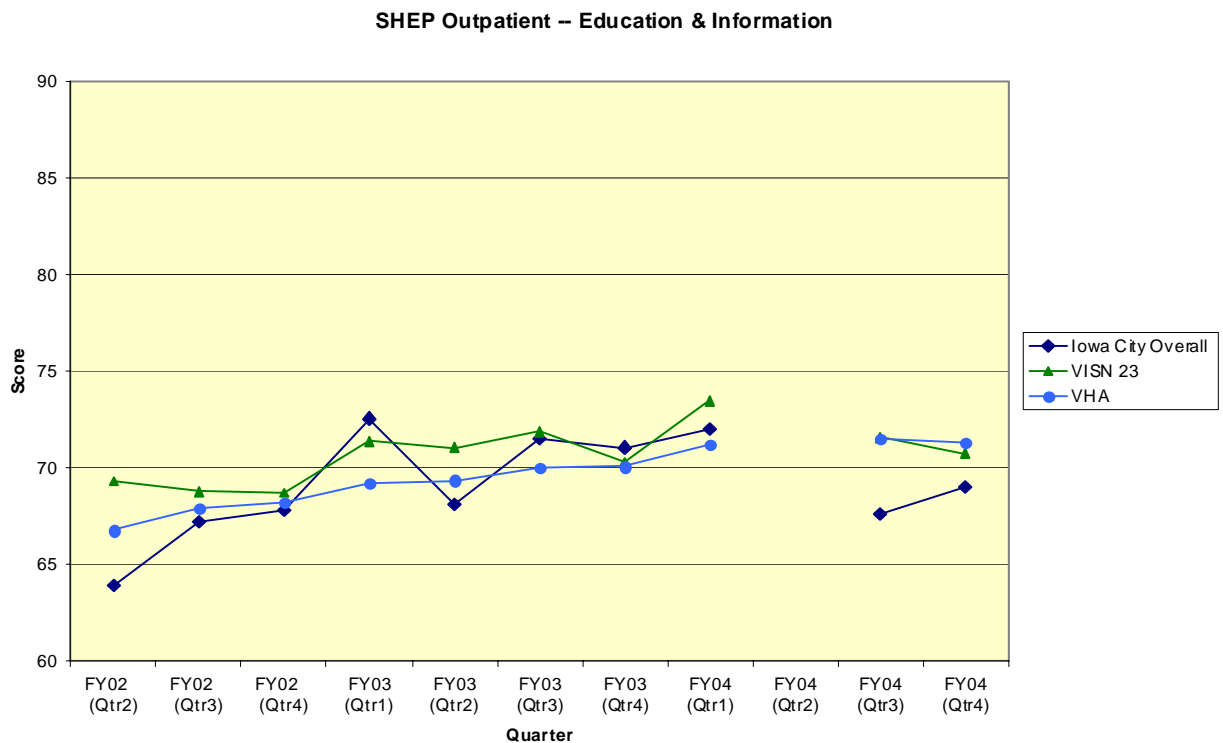
Iowa City Health Care System

OUTPATIENT Patient Satisfaction Survey Results (Iowa City Overall)

Staff Courtesy – VHA will design and maintain a health care environment where all veterans, their families, and significant others are treated with courtesy and dignity throughout every aspect of their treatment.



Education & Information– VHA will provide written and oral information and education about veterans’ health care that all veterans, their families and significant others will understand.

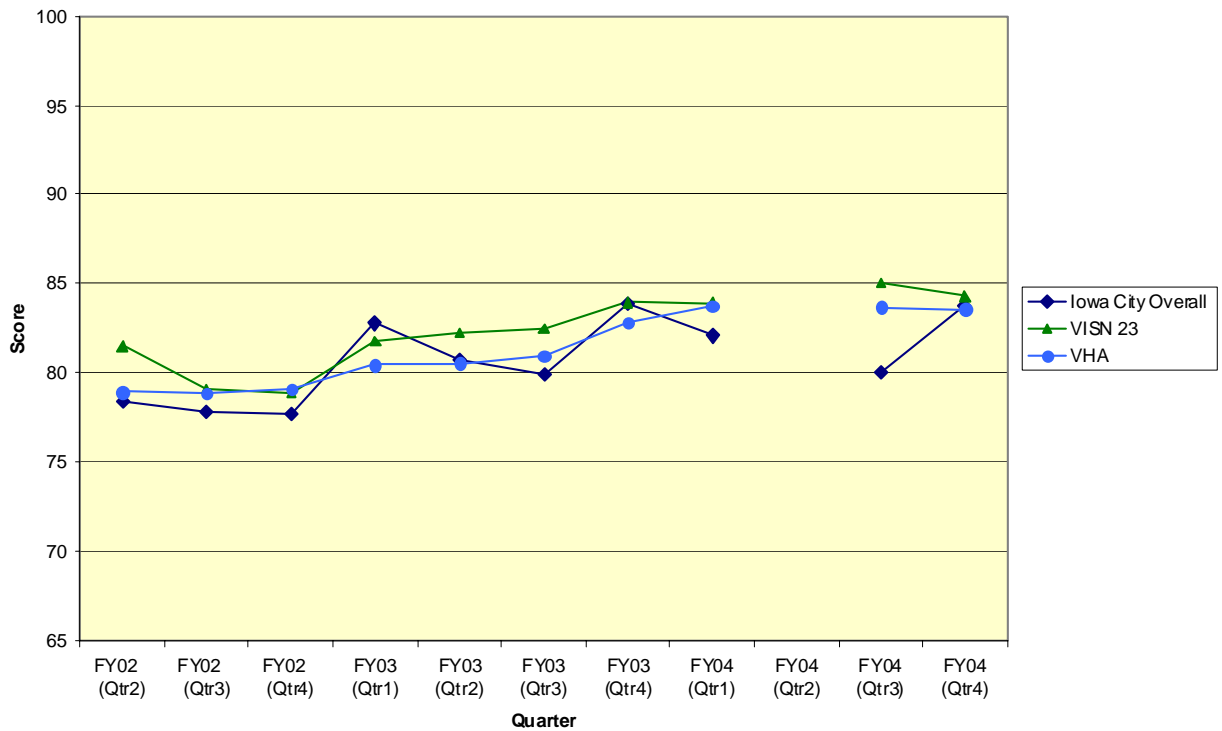


Iowa City Health Care System

OUTPATIENT Patient Satisfaction Survey Results (Iowa City Overall)

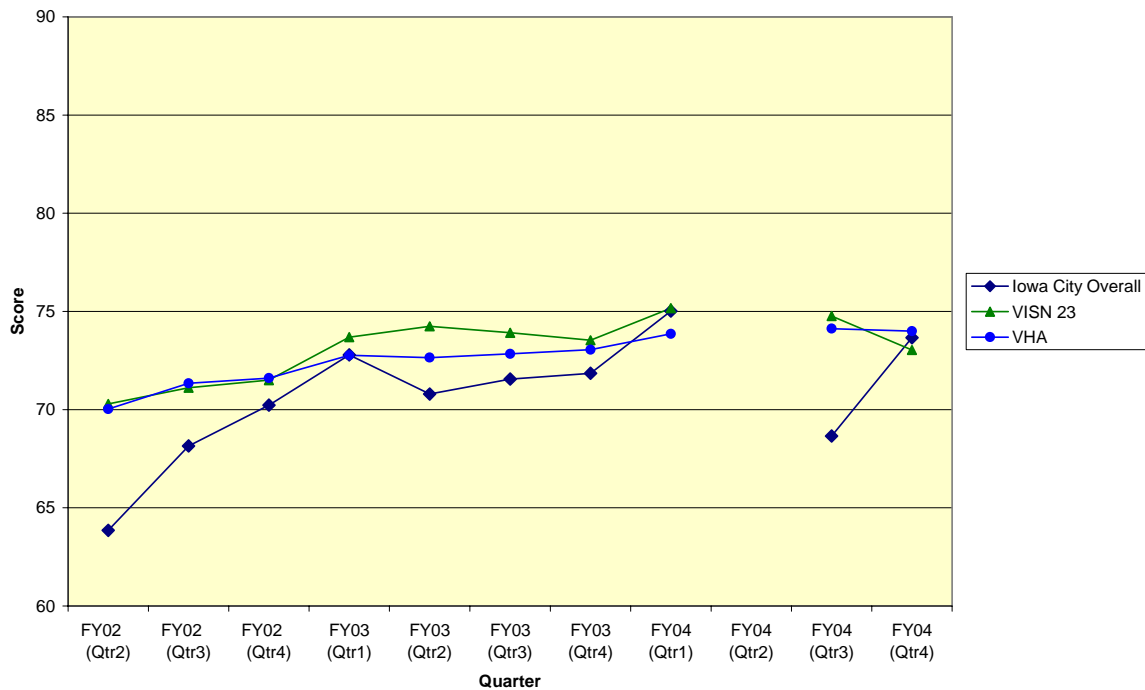
Emotional Support – VHA will provide support to meet its patients’ emotional needs.

SHEP Outpatient – Emotional Support



Overall Coordination – VHA will take responsibility for providing seamless coordination of its patients’ care within other VA offices, as well as in non-VA facilities and organizations.

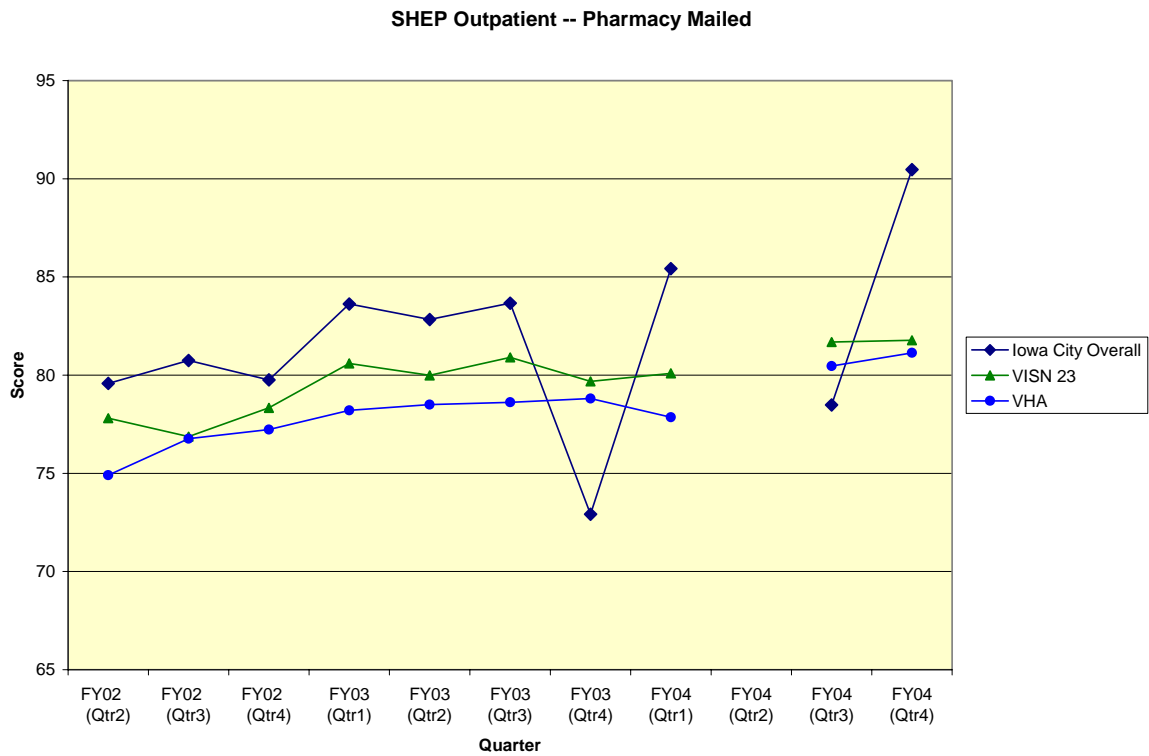
SHEP Outpatient -- Overall Coordination



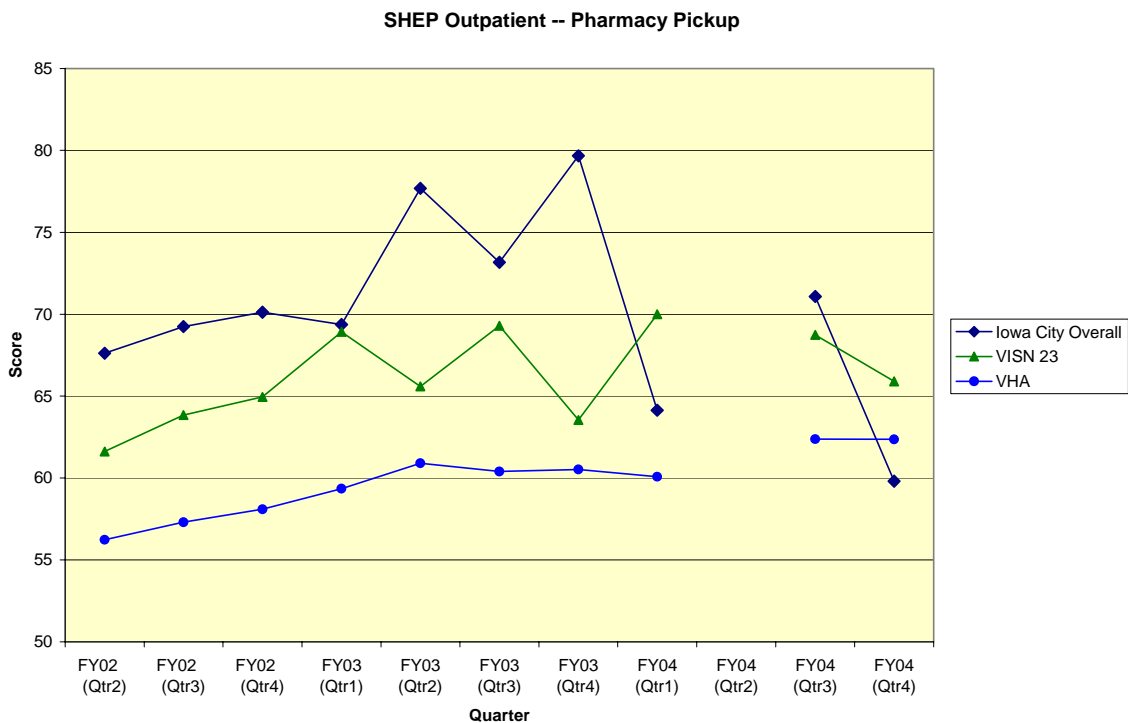
Iowa City Health Care System

OUTPATIENT Patient Satisfaction Survey Results (Iowa City Overall)

Pharmacy Mailed – VHA will provide the veteran with timely and appropriate Pharmacy Services.



Pharmacy Pickup – VHA will provide the veteran with timely and appropriate Pharmacy Services.

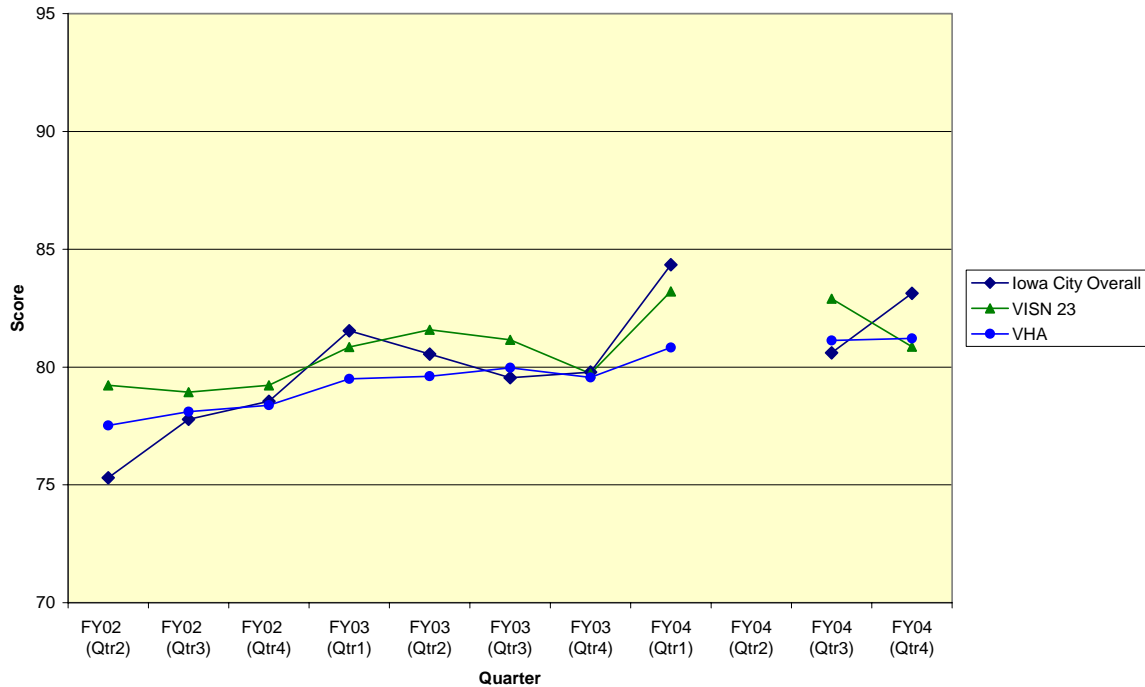


Iowa City Health Care System

OUTPATIENT Patient Satisfaction Survey Results (Iowa City Overall)

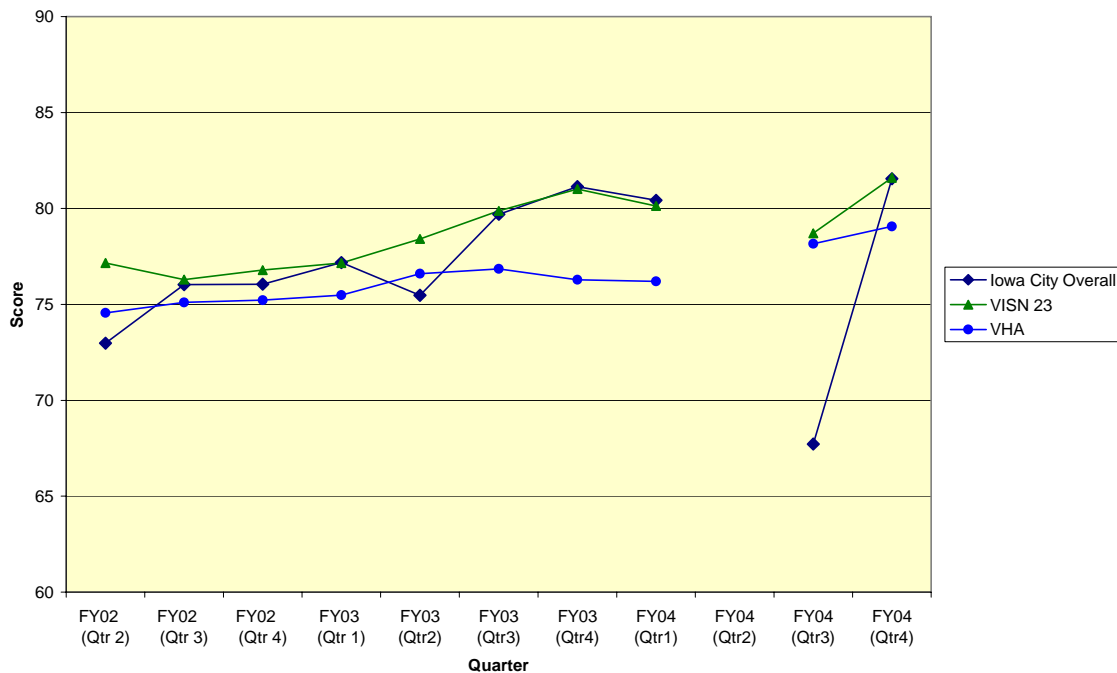
Preferences – VHA will involve patients, their families, and significant others in decisions about their health care.

SHEP Outpatient -- Preferences



Specialist Care – VHA will coordinate all the veteran's Specialist care in a timely manner.

SHEP Outpatient -- Specialist Care

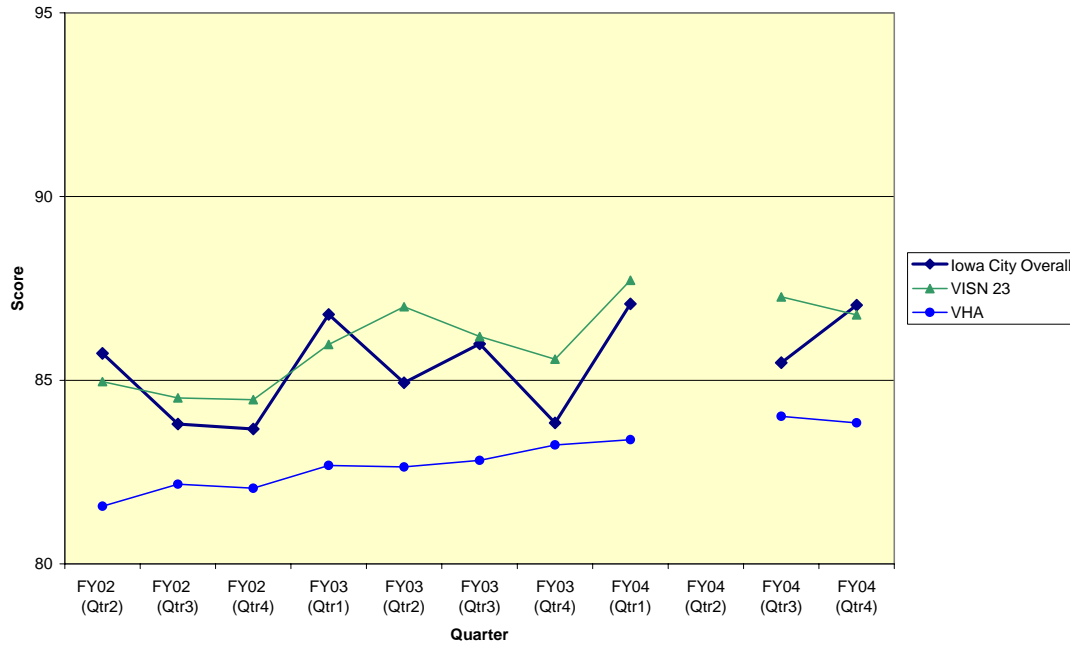


Iowa City Health Care System

OUTPATIENT Patient Satisfaction Survey Results (Iowa City Overall)

Visit Coordination – VHA will take responsibility for providing seamless coordination of its patients’ visits within other VA offices, as well as in non-VA facilities and organizations.

SHEP Outpatient -- Visit Coordination



Overall Quality – patient perception of overall quality of care.

SHEP Outpatient -- Overall Quality

